

Patron Comment Report

Positive/Negative	Branch	Comment	Notes
Negative	Civic Center	Why are there people sleeping on the floor in the library. Right now.	Staff take regular laps around the Main Reading Room. There were no individuals found sleeping on the floor when this online comment card came in. Staff wake sleeping patrons per Library Policy.
Positive	Appaloosa	I don't usually take the time to write reviews, but Gavin at Appaloosa Library is absolutely fantastic! He really took the time to help me find what I needed and gave great suggestions based on my interests. He's a great conversationalist and even followed up with me a few days later to ensure that I was enjoying my selections. Wonderful, wonderful employee! :)	Larsen, Sky (11/28/2022 12:35 PM): Noted with great pleasure. (Sky Larsen)
Neutral	freading.com	Hi, When I try to download a book through freading.com it says I've already downloaded it even though I haven't. It tells me to hit the Redownload button under My Downloads. When I do that, I get an error message: "Sorry, data doesn't match" Can you please help me download the item? Thank you, Peter	Ronnberg, Bethany (11/28/2022 1:46 PM): Emailed with troubleshooting instructions sent at 11:30 on Monday 11/28/22 along with my direct contact information. Br @ CC
Positive	Civic Center	Thank you for the simple process for the ordering missing DVDs from popular TV series. Stacie helped facilitate this process for me. The Scottsdale Public Library does an exceptional job of addressing services that address the needs of the public.	Noted and shared with staff member and her supervisor.

Patron Comment Report

	Civic Center	The librarian in the children's room helped me greatly last time I visited the library to inquire about children's books that could be read to me aloud in Spanish. She, Christina I believe was her name, helped me get a library card, helped me sign up for Libby, and made sure the next librarian who replaced her on desk could walk me through how to access the read-a-loud books on Libby. Not only did the first librarian find what I needed, but she also multitasked to make sure she helped other people who also had questions during our interaction. She really knew what she was doing; just outstanding customer service.	Jones, Erin (12/1/2022 1:47 PM): Noted and shared with Christina and her supervisor.
	Civic Center	Suggestion: I saw "Tribal Justice" at another branch library. Excellent presentation! This would be better attended at Civic Center!	Jones, Erin (12/1/2022 1:46 PM): Noted.
	Civic Center	I am the Chandler-based author of the recently published novel "The House on Prayer Hill." The novel is currently available at the Chandler Public Library. I am writing to see if the book can be added to the branches located in Scottsdale. Thank you in advance for your time and attention. Book information follows: Publisher: Lulu.com 2022 ISBN: 978-1387695188 Ramnath Subramanian	Jones, Rebekka (11/30/2022 1:39 PM): Email address provided not valid. RJ Jones, Rebekka (11/30/2022 1:37 PM): Hello! Congratulations on your book and thank you for your interest in our library. As a local authors, you are eligible for inclusion in our Local Collection. Submission guidelines and paperwork can be found on our website: https://www.scottsdalelibrary.org/local-collection Regards, Rebekka Jones
	Civic Center	People should not be allowed to talk on cell phones.	Jones, Erin (12/1/2022 1:45 PM): Noted.
Negative	Civic Center	Please provide more historical romances.	Jones, Rebekka (11/15/2022 1:18 PM): Noted. Customer did not request contact. RJ

Patron Comment Report

Positive	Civic Center	I just wanted to take a moment to let you all know that we love the library! We unfortunately can't participate in a lot of the kids programs due to schedules, but we love coming to play and pick out books on the weekends. It's always clean and organized. The staff is kind and responsive. I use Libby for Kindle books and it's an easy process. We recently checked out a Culture Pass for the Phx Art Museum. I love to see what you offer and I'm always encouraging friends to check out their local library. Thanks for what you do for our community!	Happily noted.
Positive	Civic Center	Karson and Kate were outstanding at the Info desk. Both have outstanding customer service skills.	Shared with staff mentioned and their supervisor.
Negative	Civic Center	On 3 separate times came in to use Public Wi-Fi No wifi at all. Talk to your I.T. person. Or put up signs saying "no wi-fi here." THX	Unclear if this patron sought staff assistance but we have not any recent notices from CSTG that public WiFi has been offline. There are several dead spots within the corners of the Main Reading Room at Civic Center Library and this may be what the patron experienced. WiFi access point upgrade expected in early 2023 per Lee Schnoor.
Neutral	Civic Center	Hi, I miss the extra +1 stand for \$.50 paperpacks. Please offer it again.	Ronnberg, Bethany (11/10/2022 2:18 PM): Message shared with Ray Ceo as feedback.
Positive	Mustang	Patron renewed his library card today and wanted us to know how much he appreciated the library and using downloadable audio books. He said he wouldn't know how to get by without them and then proceeded to make a donation (honor box) to the library for our "excellent" service. Patron wanted to thank us for offering audio books for him to listen to. (submitted on behalf of patron at ASD)	Zick, Medina (11/7/2022 5:24 PM): No response requested.

Patron Comment Report

Positive	Mustang	Submitted on a comment card at Mustang on 11/4/22. Great Service other than most libraries! You're awesome! Thank you for all you do for the public!	Zick, Medina (11/5/2022 3:36 PM): No response requested.
Negative	Civic Center	Phone is stuck in a steady loop of repeat welcoming. Pressing 0 brings you back to the recording. Very frustrating.	Tried to contact patron 11/7 and 11/14 but did not reach patron. Tested phone system and was not able to recreate issue.
Positive	Appaloosa	The following comment was written on a yellow Comment Card inside Appaloosa on 11/4/22. "Leslie at Appaloosa helped me print out an image on the internet. What a great attitude, professional knowledge and skill. He has a wonderful sense of helping without making me feel stupid or incompetent. What a great employee and a credit to the library system."	11/8/22Called the patron to thank him for his comments and had to leave a message. (Sky Larsen)
Positive	Civic Center	Thanks so much for instituting the automatic renewals! It is so helpful and makes it easy when I'm traveling to know that I can take my books without worrying about the renewal date! What a helpful tool. Thanks, again!	Happy to read this positive feedback!
Negative	Civic Center	Value Line-reinstate-online	Patron did not request contact. Valueline is not being considered at this time.
Positive	Civic Center	Fantastic, first time here in 4 years, and every staff was helpful.	Noted with pleasure.
Positive	Appaloosa	A patron at the Appaloosa Drive-Up Window gave the following comment to the Staff Member who was working the window. "Patron shared that she and her two daughters had attended the "Spooky Stories of Scottsdale" program at Appaloosa last week and it was VERY GOOD."	Larsen, Sky (11/3/2022 3:50 PM): Noted with pleasure. (Sky Larsen)